

A470 IMPACT VALIDATION PRINTER



Users Guide

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Web site

<http://www.pertechresources.com/>

Federal Communications Commission (FCC) Radio Frequency Interference Statement

Warning

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and , if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Information to the User

This equipment must be installed and used in strict accordance with the manufacturer's instructions. However, there is no guarantee that interference of radio communications will not occur in a particular commercial installation. If this equipment does cause interference, which can be determined by turning the equipment off and on , the user is encouraged to contact Pertech immediately.

Pertech is not responsible for any radio or television interference caused by unauthorized modification of this equipment, or the substitution of attachment or connection cables and equipment other than those specified by Pertech. The correction of interferences caused by such unauthorized modification, substitution or attachment will be the responsibility of the user.

Industry Canada

This Class A digital apparatus complies with Industry Canada Standard ICES-003.
Cet appareil numérique de la classe A est conforme à la norme NMB-003 d'Industrie Canada.

Important Information to the User

In order to ensure compliance with the Product Safety, FCC, and CE marking requirements, you must use the power supply, power cord, and interface cable, which were shipped with this product or which meet the following parameters:

Power Supply

Input power to this product must be provided by one of the following:

(1) A NRTL Certified power source with a Limited Power Source.

(LPS) output for use in North America, input rated 100-240 Vac, 1.5 A, 50/60 Hz, output rated 24 Vdc at 2.5 A. Maximum and 60W Maximum, or

(2) A Power source with a Limited Power Source (LPS) output Certified by an agency recognized in the country of installation, input rated 100-240 Vac, 1.5 A, 50/60 Hz, output rated 24 Vdc at 2.5 A. Maximum and 60W Maximum.

Use of this product with a power supply other than the Pertech power supply will require you to test this power supply and Pertech printer for FCC and CE mark certification.

Interface Cable

A shielded (360 degree) interface cable must be used with this product. The shield must be connected to the frame or earth ground connection or earth ground reference at EACH end of the cable.

Use of a cable other than described here will require that you test this cable with the Pertech printer and your system for FCC and CE mark certification.

Power Cord

For North America a NRTL recognized detachable power cord must be used. For applications where the power supply module may be located on the floor, a power cord with Type SJT marking must be used.

For applications outside North America, power cords which meet the country of installation's certification and application requirements must be used.

Use of a power cord other than described here may result in a violation of safety certifications which are in force in the country of use.

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Preface



This manual has been written to help you install, operate and maintain your new Pertech A470 Printer. Feel free to contact us if you need further assistance after reading this manual. Please see the Troubleshooting Printer Problems section of this manual and determine the complete part number of your printer prior to calling. Pertech provides technical support Monday through Friday from 8:00 AM to 5:00 PM MST at 307-856-4821.

Every effort has been made to insure the information in this manual is complete and accurate. Feel free to contact us with any comments concerning this manual. Pertech assumes no responsibility for errors.

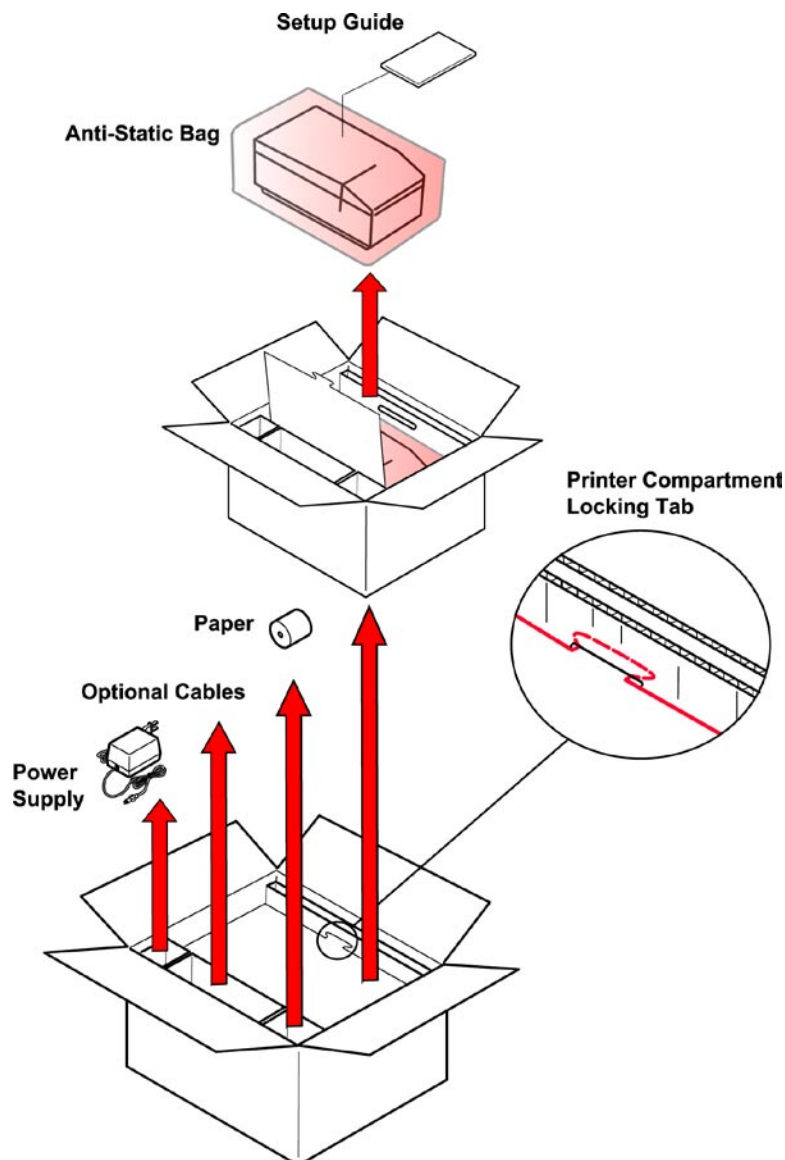
Where to Get Additional information

The following publications contain more information about the A470 printer. Contact your Pertech sales representative to obtain additional copies of this Owners Manual or any of the publications listed below.

| Title | Part Number |
|---|----------------------|
| A470 Transaction Printer: Setup Guide | 220296 |
| A470 Transaction Printer: Users Guide | 220117 |
| A470 Transaction Printer: Programming Manual | 220282 |
| A470 Transaction Printer: Parts Identification Manual | Available On Request |

Chapter 1: About the Printer

The A470 printer is a fast reliable printer designed to meet your immediate and long term needs. Industry standard RS-232 serial and 1284 compliant parallel interfaces allow for connection to any host computer or terminal system. The A470 printer features a one button configuration setup with five compatibility modes for easy integration into existing systems.



When you receive your new A470 printer it will be packed in impact resistant foam packing. Remove the foam packing and anti static bag from the printer. The printer comes with a auto ranging power supply and the setup guide. This Users Guide is available at www.pertechresources.com under Service Support \ Downloads for this product.

Features and Options

This manual covers several models and describes features and options which do not apply to all versions. Refer to the model list below to determine which features your printer supports.

Standard Features:

| | |
|-------------------------|---|
| Interfaces | RS-232Serial, 1284 Parallel. |
| Memory/Firmware | Flash Memory. |
| Resident Character Sets | US, UK, French, German, Italian, Spanish, Hebrew |
| Dual Cash Drawer | Connectors for two Cash Drawers. |
| Paper Low Sensor | (LED) indicator on front of printer. |
| Form In Sensor | Optional Left Right or Dual available from factory. |
| Easy Access Setup | Configuration Dip switches, located on case bottom. |

Model specific features:

| MODEL | REWIND | RECEIPT | VALIDATION | FEED TYPE * | CASE SIZE |
|-------|--------|---------|------------|-------------|-------------|
| 4710 | Y | Y | N | - | LONG 11.54" |
| 4711 | Y | Y | Y | I | LONG 11.54" |
| 4712 | Y | Y | Y | C | LONG 11.54" |
| 4770 | N | Y | N | - | SHORT 8.3" |
| 4771 | N | Y | Y | I | SHORT 8.3" |
| 4772 | N | Y | Y | C | SHORT 8.3" |
| 4774 | N | N | Y | - | SHORT 8.3" |

* FEED TYPE:

I - Independent feed printers provide **either** roll paper **or** validation media feed at any given time depending on which print mode has been selected. This feature saves roll paper media during validation printing.

C - Concurrent feed printers provide **both** roll paper **and** validation media feed at the same time. This feature provides a roll paper copy of the printed validation message when self-contained roll paper is used. Validation media is not required for normal roll paper printing.

V - Validation only printers do not support roll paper printing functions.

Ordering Paper and Supplies

The following section lists the paper and supplies available for order. In addition to paper and ribbons, parts, service and repair may be obtained by calling **800-800-6614**.

Paper:

| Paper Ply | Part Number |
|-------------|-------------|
| One | 103292016 |
| Two | 103292017 |
| Three | 103292021 |

Ribbons:

| Description | Part Number |
|-------------------------------|-------------|
| Standard Life Ribbon | |
| Purple ink..... | 105109001 |
| Black Ink | 105109002 |
| Long Life Ribbon | |
| Purple Ink | 105109008 |
| Black ink | 105109006 |
| Purple Ink -- Black Case..... | 105108001 |
| Black ink -- Black Case..... | 105108002 |

Cables

| Description | Part Number |
|--|-------------|
| Adapter RS232 DB9F TO RJ45F Serial | 106356005 |
| Cable 48" RJ45M to RJ45M | 106155002 |
| Cable 120" RJ45M to RJ45M | 106155003 |

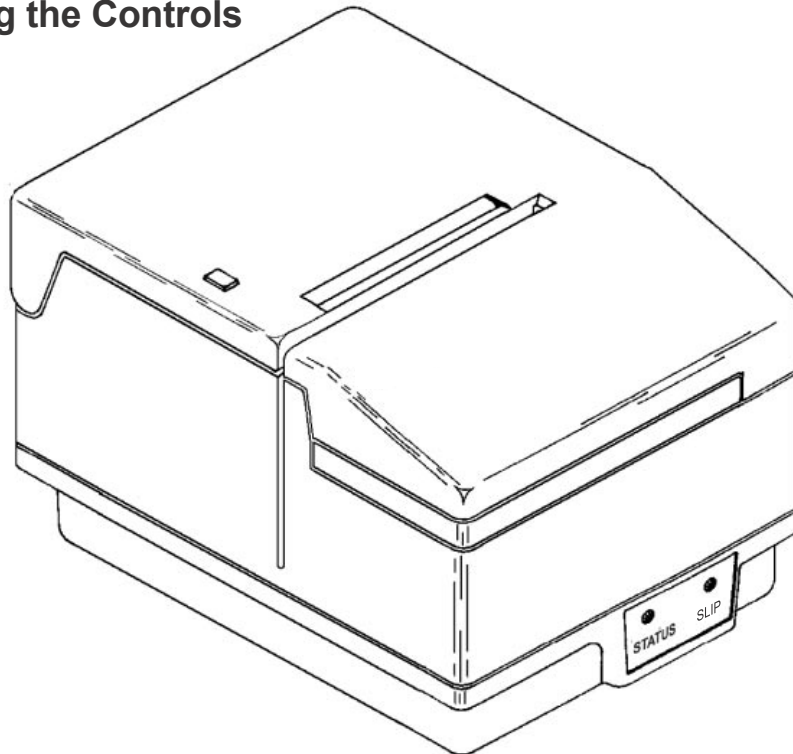
Documentation:

| Title | Part Number |
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| A470 Transaction Printer: Users Guide | 220117 |
| A470 Transaction Printer: Programming Manuals | 220282 |
| A470 Transaction Printer: Parts Identification Manuals..... | Available On Request |

Chapter 2: Operating the Printer

This chapter describes the printer controls and provides procedures for loading Paper and Ribbons . Additionally, the adjustment procedures for setting the Air Gap, Document Stop and Low Paper Sensor are provided,

Using the Controls



The A470 printer includes the following controls:
Paper feed button used to advance paper
Power switch used to turn the printer on and off

The A470 also includes a Slow Down mode which prevents damage to the printer by reducing the print speed during long periods of continuous printing. The printhead automatically returns to normal speed when usage returns to normal. Do not cycle the printer power or Reset the printer while in Slow Down mode or damage could result.

Paper Loading

Roll paper must be 3.25 inches wide with a maximum diameter of 3.5 inches. Receipt / Journal printers can accommodate 1, 2 or 3 ply paper. Paper and other printer consumables may be purchased from Pertech by calling **1-800-800-6614**.

To load paper the power must be turned ON. Refer to the pictorial paper loading instructions in the lid of the printer. Specific steps may vary depending on the printer configuration. Follow the instructions on this page for model 477X printers. Use the following page for 471X models.

Failure to load paper correctly may result in a paper jam.

To remove paper that has jammed, it is advisable to:

- 1) Tear off any paper that fed out of the top of the mechanism
- 2) Press downward on the metal release bracket
- 3) While pulling the remaining paper out of the mechanism backwards

477X Paper Loading Instructions

1 Raise cover and remove the spent roll. Insert the new roll so the paper exits from the bottom of the roll

2 Insert the leading edge of the paper into the roller on the black block.

3 Press and hold downward on the green paper loading button...

4 ... Until six inches of paper exits from the mechanism.

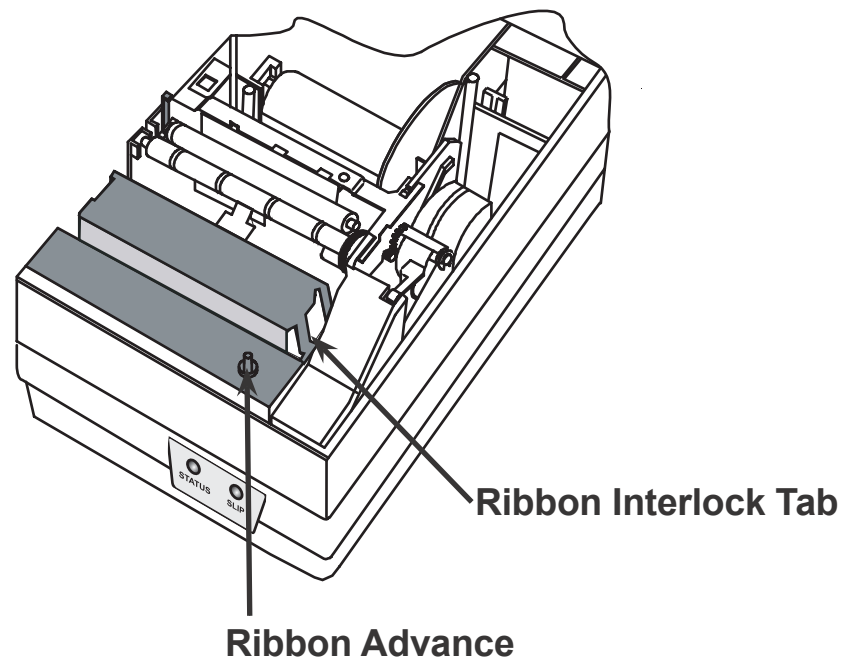
5 Insert the paper through the receipt slot and lower the cover

471X Paper Loading Instructions

- 1.** Raise cover and remove the spent roll. Flip the green paper loading chute to the raised position.
- 2.** Install the new roll so the paper exits from the bottom of the roll.
- 3.** Insert the leading edge of the paper into the green loading chute.
- 4.** Press and hold downward on the green paper loading button ...
- 5.** ... Until one foot of paper exits from the mechanism
- 6.** Flip the green paper loading chute to the lowered position.
- 7.** Separate the paper plies if more than one ply is used.
- 8.** Fold and insert the leading edge of the back ply into the rewind spool slot. Rotate as shown to wind up slack.
- 9.** Replace the rewind spool in the printer and snap into place.
- 10.** Insert the receipt ply through the receipt slot and lower the cover.

Ribbon Cartridge Replacement

To replace the ribbon raise the printer cover. Leave the printer power on. Press on the Ribbon Interlock Tab and ribbon will disengage from the innerframe. Lift the old Ribbon Cartridge up and out of the printer and discard. Remove new cartridge from the plastic bag and rotate the advance tab until all slack is removed. Align the new cartridge so the exposed ribbon is between the printhead guide and the first silver roller. Lower the cartridge into place. Do not turn the advance tab after the cartridge has been installed. Close the printer cover.



CAUTION: METAL SURFACES OF PRINthead MAY BE HOT - AVOID CONTACT! Call 1-800-800-6614 to order replacement ribbon cartridges.

Validation

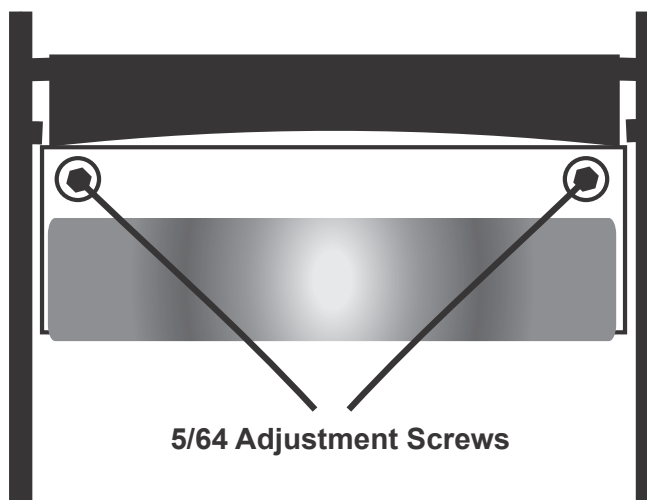
A Validation Form can be inserted from the top or top and left once the clamp has opened. The printer will automatically clamp the form when it has been detected. Wait until the printer has finished printing and released the form prior to removal.

Adjustable Features

Air Gap Adjustment

The air gap may need adjustment if 3 ply roll paper is used. If adjustment is required it will be evidenced by ink smudge on a Self Test printout. Most 3 ply paper can be accommodated by turning the 2 adjustment screws clockwise 1/8 of a turn.

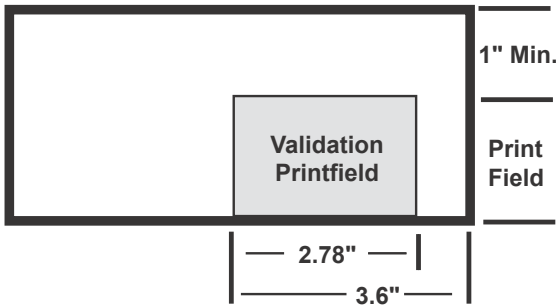
CAUTION: Metal surfaces of printhead may be hot - avoid contact! The air gap is the distance between the print head and the print bar. This space must be large enough to accommodate the ribbon material and the print media. Too great an air gap will cause light print or missing dots and too small an air gap will produce ink smudge on the media. The air gap can be changed by turning the 5/64 hex socket drive screws near each end of the print bar. These screws are visible once the cover is raised and the ribbon cartridge is removed. Clockwise adjustment will increase the air gap and counter-clockwise adjustment will decrease the air gap.



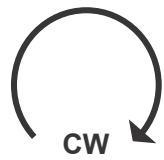
Document Stop Adjustment

The Document Stop limits the depth an inserted form can be placed into the Validation Slot. This defines the validation printfield height. Printers are manufactured with the maximum printfield setting of 2.16 inches but the dimension can be reduced to 1.44 inches by turning a slotted screw in the bottom of the printer case counter-clockwise (CCW). Each CCW revolution raises the document stop and decreases the printfield height 1/32" (.03125") or .79375 mm. **DO NOT ATTEMPT TO ADJUST THE DOCUMENT STOP OUTSIDE THE PRESCRIBED LIMITS OR DAMAGE TO THE PRINTER COULD RESULT.** The validation form must be at least 1 inch taller than the selected printfield.

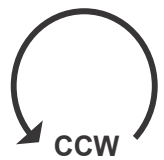
| Printfield Height | | |
|-------------------|--------|------|
| CCW Rev | Inches | Mm |
| 0 | 2.16 | 54.9 |
| 1 | 2.13 | 54.1 |
| 2 | 2.10 | 53.3 |
| 3 | 2.07 | 52.5 |
| 4 | 2.04 | 51.7 |
| 5 | 2.00 | 50.9 |
| 6 | 1.97 | 50.1 |
| 7 | 1.94 | 49.3 |
| 8 | 1.91 | 48.5 |
| 9 | 1.88 | 47.7 |
| 10 | 1.85 | 46.9 |
| 11 | 1.82 | 46.1 |
| 12 | 1.79 | 45.3 |
| 13 | 1.75 | 44.5 |
| 14 | 1.72 | 43.8 |
| 15 | 1.69 | 43.0 |
| 16 | 1.66 | 42.2 |
| 17 | 1.63 | 41.4 |
| 18 | 1.60 | 40.6 |
| 19 | 1.57 | 39.8 |
| 20 | 1.54 | 39. |
| 21 | 1.50 | 38.2 |
| 22 | 1.47 | 37.4 |
| 23 | 1.44 | 36.6 |



Clockwise rotating lowers the document stop and increases the print field.

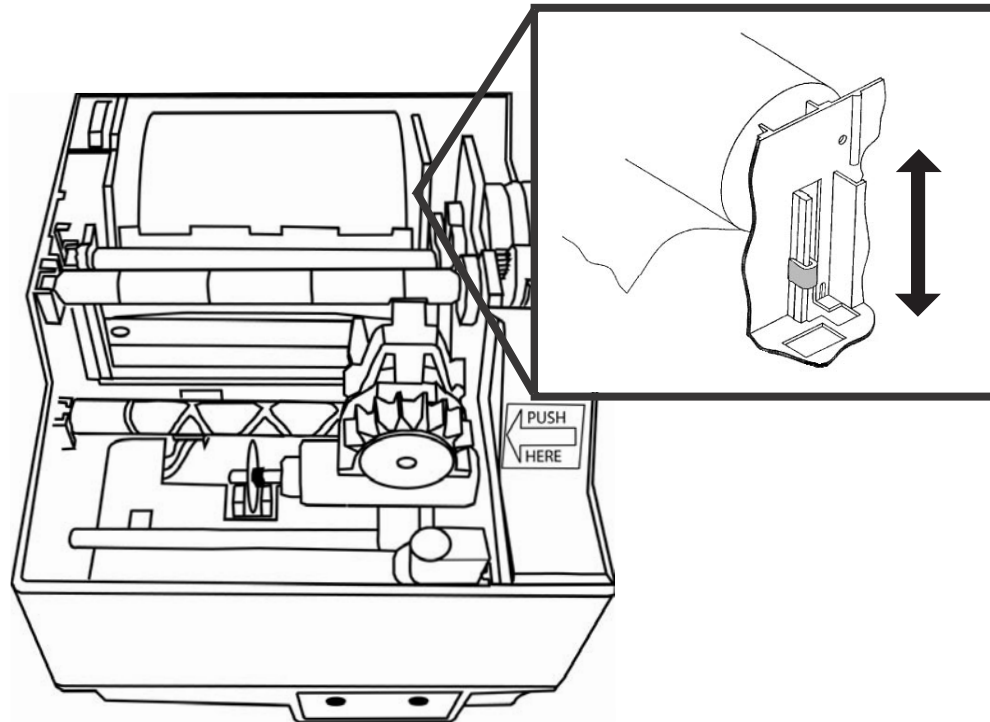


Counter clockwise rotation raises the document stop and decreases the print field.



Verification of the desired document stop setting can be made by printing a Self Test on validation media and measuring the printfield. A Self Test is initialized by turning the printer power off, inserting a form, and turning the power back on. The validation rollers can be opened manually by raising the printer cover and pressing downward on the yellow sector gear if the printer will not accept a form. The printfield dimension is measured from the top of the first line of print to the bottom of the form.

Low Paper Sensor Adjustment



The Low Paper Sensor is located on the inner-frame to the right side of the paper roll. This sensor is a reflective optical device that can be adjusted to accommodate various roll core diameters and quantities of paper present when low paper indication occurs. The sensor mounts on a friction bracket and can be adjusted up or down. Lowering the bracket will cause the low paper indication to occur earlier and raising the bracket will cause the low paper indication to occur later.

Caution! The Low Paper Sensor will be disabled if the bracket is raised enough to “see” the paper roll core.

Maintaining The Printer

There is no customer maintenance required for the A470 printer, however, you may occasionally clean lint and paper dust out of the mechanism using low pressure canned air. It is recommended that this is done on a regular basis, such as after every ribbon change. Clean the cabinet as needed to remove finger marks and dust. Use any household cleaner designed for plastics, but test it first on a small, unseen area. The cabinet finish and materials are durable and resistant to the following:

- Cleaning Solutions
- Lubricants
- Fuels
- Cooking Oils
- Ultraviolet Lights

Caution: Do not spray or try to clean the printhead or the inside of the printer with any kind of cleaner. This may damage the printhead or the electronics.

Printers gather paper dust and other debris through normal use. Continued accumulation will eventually prevent operation of the printer. A preventive maintenance program can help reduce unnecessary failures and downtime. Pertech can offer a regular service program to meet your needs. For more information call 800-800-6614.

Chapter 3: Print Tests and Setup Mode

Two reports are available:

Self Test / Configuration Report : Includes read and write tests of internal RAM; and a printed report listing the serial number, firmware, font, serial parameters, hardware settings, memory information, tallies, and the printer compatibility mode.

Extended Self Test: Checks printhead pin firing, vertical line adjustment, fonts, validation clamp, pitches and character sets.

Self Tests & Configuration Report

The A470 produces a printout listing the current configuration settings. A sample printout is included below. Receipt and Receipt/Journal printers will print a Self Test / Configuration Report if the Paper Advance Button on the top cover is pressed and held while the printer power is turned ON.

Validation printers will perform a Self Test / Configuration Report if a form is detected when the power is turned on.

To print the Configuration Report, complete the following steps:

1. If necessary turn the printer off.
2. Press and hold the Paper Feed Button and then press the Power Button to the ON position. Release the Paper Feed Button when the printer begins printing.

```

PERTECH RESOURCES INC. 47XX
REVISION X.XX MK XXXX

INT9A FONT      7K RAM BUFFER
USA CHARACTER SET
8 BIT - SERIAL INTERFACE
DATA RATE (BAUD) = 9600
RTS BUSY POLARITY = -12V (MARK)
AUTO LF WITH CR = OFF
CHARACTERS / LINE = 40
JOURNAL LPI = 6 / VALIDATE LPI = 6
DEFAULT CLAMP = CLOSED
RIGHT MARGIN CLOCKS = 207
DIP SWITCH "A" SETTING = 00C0C0C0
DIP SWITCH "B" SETTING = 0C000000

```

↑ 2 3 4 5 6 7 8 9

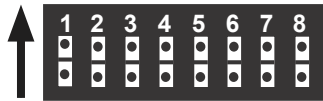
Extended Self Test

If you want to run the Extended Self Test, continue to hold the Paper Feed Button while the printer prints the Configuration Report. After the Configuration Report is done printing the printer will begin printing the Extended Self Test. The Extended Self Test performs a printhead pin firing test, character drop test, checks the vertical line adjustments, fonts, validation clamp, pitches and character sets.

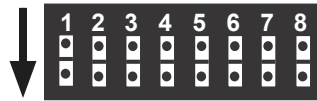
Configuring the Printer

To change the configuration settings two banks of dip switches are located on the bottom of the printer. On the Self Test & Configuration Report printout you can see the dip switch configuration for both banks. Below is a table that defines what each dip switch controls. Cycle power for dip switch changes to take effect.

ON = C = CLOSED



OFF = O = OPEN



Dip Switch "A"

Interface

| Switch | A-1 | A-2 | A-3 |
|------------|-----|-----|-----|
| 19.2k Baud | O | O | O |
| 9600 Baud | O | O | C |
| 4800 Baud | O | C | O |
| 2400 Baud | O | C | C |
| 1200 Baud | C | O | O |
| 600 Baud | C | O | C |
| 300 Baud | C | C | O |
| Parallel | C | C | C |

Journal Line Feed

| Switch | A-4 | A-5 |
|---------|-----|-----|
| 5.3 Lpi | O | O |
| 6.0 Lpi | O | C |
| 6.9 Lpi | C | O |
| 8.0 | C | C |

Auto Line Feed

| Switch | A-6 |
|----------------|-----|
| On <CR>is<LF> | O |
| Off <CR>is<CR> | C |

Serial Handshake (RS-232 I/F Selected)

| Switch | A-7 |
|------------|-----|
| RTS | O |
| XON / XOFF | C |

Pin 13 Select (Parallel I/F Selected)

| Switch | A-7 |
|-------------|-----|
| Form In | O |
| Select Line | C |

RTS Polarity (RS-232 I/F Selected)

| Switch | A-8 |
|--------------|-----|
| -12v (Mark) | O |
| +12v (Space) | C |

Fault On Low Paper (Parallel I/F Selected)

| Switch | A-8 |
|--------|-----|
| Yes | O |
| No | C |

Dip Switch "B"

Pitch / Chars. Per Line

| Switch | B-1 | B-2 | B-3 |
|----------|-----|-----|-----|
| 12.0/33 | O | O | O |
| 13.1/36 | O | O | C |
| 14.4/40 | O | C | O |
| 16.0/44 | O | C | C |
| 18.0/50 | C | O | O |
| 20.6/57 | C | O | C |
| 24.0/66 | C | C | O |
| Not Used | C | C | C |

Character Set

| Switch | B-4 | B-5 | B-6 |
|----------|-----|-----|-----|
| Usa | O | O | O |
| Uk | O | O | C |
| German | O | C | O |
| French | O | C | C |
| Italian | C | O | O |
| Spanish | C | O | C |
| Hebrew | C | C | O |
| Not Used | C | C | C |

Validation Clamp

| Switch | B-7 |
|--------|-----|
| Closed | O |
| Open | C |

Serial Data Format

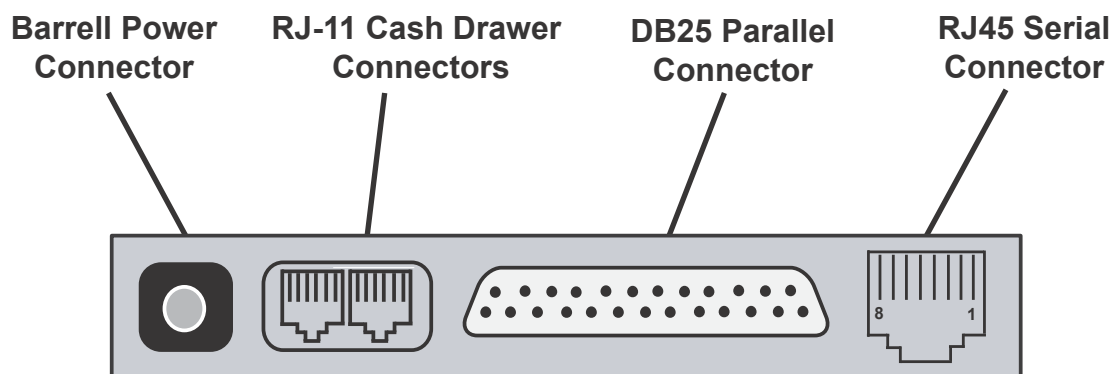
| Switch | B-8 |
|--------|-----|
| 8 Bits | O |
| 7 Bits | C |

A7

A8

Chapter 4: Communication

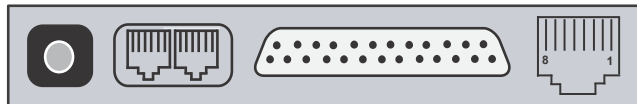
The A470 comes with two communication interfaces, RS-232 Serial or 1284 Parallel. Additionally, the printer is configured with dual cash drawer ports and a barrel type power coupling. The RS-232 interface connector is a RJ45 Female connector and requires a special cable for standard PC to printer connections. The 1284 compliant Parallel interface uses a standard DB25 Male connector. Two RJ-11 ports provide a unique cash drawer Interface, capable of running two cash drawers. All connectors are located on the back of the printer in the order listed below.



Warning: use of incompatible cables will damage the printer and will void the warranty. When purchasing a cash drawer for this product please make sure the vendor is aware of the product specifications. This Cash Drawer Pinout is unique to Pertech Resources A470 / DH Technology 4700 series printers.

RS232 Serial Interface

The A470 printer serial interface has a RJ45 Female connector. The Baud Rate ,Parity and Flow Control are selectable through Dip Switches located on the case bottom. The settings for the port on the PC must be configured the same as the printer or communication will fail.



RS232 Serial

Serial Interface Pinout

| Printer View | Printer RJ-45 Female | Interface Cable RJ-45 Male To Host Signal Name And Direction | Host | | |
|--------------|----------------------|--|-------|-----------|-----------|
| | | | DB-9 | DB-25 DCE | DB-25 DTE |
| | 1 | Low Paper (TTL) * | → N/C | N/C | N/C |
| | 2 | Request To Send | → 8 | 4 | 5 |
| | 3 | Chassis Ground | ↔ N/C | 1 | 1 |
| | 4 | Data To Host | → 2 | 2 | 3 |
| | 5 | Data To Printer | ← 3 | 3 | 2 |
| | 6 | Signal Ground | ↔ 5 | 7 | 7 |
| | 7 | Form In (TTL "1") * | → N/C | N/C | N/C |
| | 8 | Data Term Ready | → 6 | 20 | 6 |

*Note: The control board can be modified to a "no contact" (N/C) for this printer output

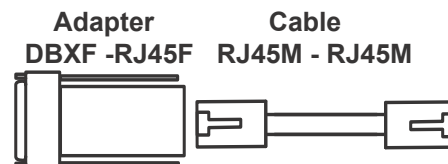
Most Personal Computers using an RS-232 interface can be connected to the printer using one of the following adapters and cables. These can be purchased by calling **1-800-800-6614**.

Pre-wired adapters have a DB female connector and accept an RJ-45 cable listed below. The DB-9 connects with AT type serial ports and the DB-25 adapters provide connection with standard DCE and DTE interfaces. Nonstandard interface requirements can be accommodated with adapter kits that are configured by the user. These also feature an RJ-45 connector to accept one of the cables listed below.

| Standard Adapter | | Non-Standard Un-Pinned Adapter | |
|------------------|-------------|--------------------------------|-------------|
| Adapter | Part Number | Adapter | Part Number |
| DB-9 Female | 106356-005 | DB-9 Female | 100366-002 |
| DB-25F DCE | 106356-006 | DB-25 Female | 100366-001 |
| DB-25F DTE | 106356-007 | DB-25 Male | 100366-003 |

The RJ-45 cable is available in several lengths and connects any adapter listed above to the printer.

| Cable length | | Part Number |
|--------------|--------|-------------|
| Feet | Meters | |
| 4 | 1.22 | 106155-002A |
| 10 | 3.05 | 106155-003A |

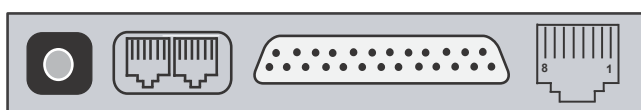


Flow Control

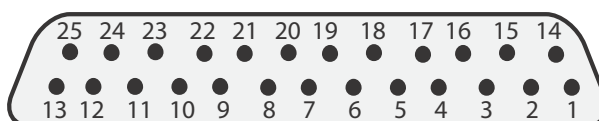
The RS-232 interface uses either XON/XOFF (Software) or RTS/CTS (Hardware) protocol. This is set via dipswitch A 7. For the selected serial interface Flow Control of XON/XOFF, a particular character is sent back and forth between the host computer and the printer to regulate the communication. For RTS/CTS, changes in the RTS/CTS signal coordinate the information flow.

Parallel Interface

The Parallel interface is compatible with IEEE 1284 Parallel Interface Standards. Using the Parallel interface with the printer requires that you set Dip Switches A1, A2, A3 to the Closed position.



Parallel DB25 Male

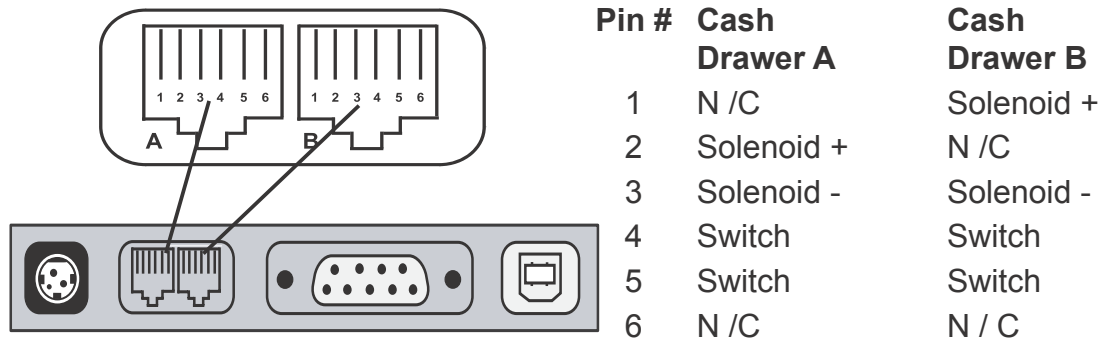


Parallel Interface Pin Out

| PIN | SIGNAL NAME |
|---------|---------------|
| 1 | STROBE - |
| 2 | DATA 0 (LSB) |
| 3 | DATA 1 |
| 4 | DATA 2 |
| 5 | DATA 3 |
| 6 | DATA 4 |
| 7 | DATA 5 |
| 8 | DATA 6 |
| 9 | DATA 7 (MSB) |
| 10 | ACKNOWLEDGE - |
| 11 | BUSY |
| 12 | LOW PAPER |
| 13 | FORM IN - |
| 14 | N/C |
| 15 | FAULT - |
| 16 | INPUT PRIME - |
| 17 | N/C |
| 18 - 25 | SIGNAL GROUND |

Cash Drawer

Each cash drawer driver will source 24 volts for 75 ms to the “solenoid +” pin of the appropriate RJ-11 jack when the proper cash drawer command is executed. The cash drawer command must be preceded by a line terminator. The command for the cash drawer may vary for the Compatibility Mode selected.



A470 Command Language Cash Drawer Commands

| Synopsis | ASCII | Hex | Decimal |
|-----------------|---------|-------|---------|
| Cash Drawer “A” | ESC BEL | 1B 07 | 27 7 |
| Cash Drawer “B” | ESC BS | 1B 08 | 27 8 |

Warning: This Printer is designed for use only with Pertech Resources A470 / DH Technology 4700 compatible cash drawers. Damage can result if the A470 is connected to a cash drawer that is incompatible. The cash drawer solenoid resistance must be at least 25 ohms or damage to the printer could result.

Power Supply

The A470 printer uses a NTRL Certified external switching power source with a Limited Power Source (LPS) output for use in North America, input 100-240 Vac, 50/60 Hz, 1.5 A, with a maximum power consumption of 60 watts, output is rated at 24 Vdc, 2.5A. The power cable connector is a Mini-Din Barrel Connector and is located at the back of the printer.

Use of this product with a power supply other than the Pertech power supply will require you to test this power supply and Pertech printer for FCC and CE mark Certifications. (See FCC Radio Frequency Interference Statement on page iii of this manual).

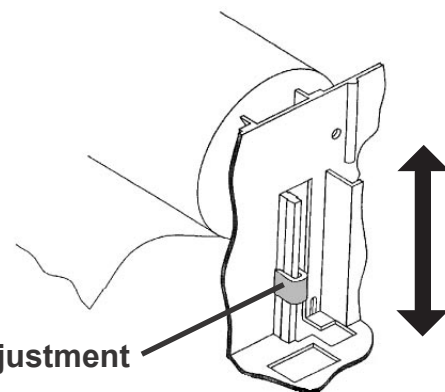
Chapter 5: Trouble Shooting Printer Problems

Trouble Shooting General Issues

Following are symptoms your printer may exhibit and simple solutions the printer operator could implement.

- Printer failed to print after the roll paper was replaced.
The top cover must be closed for the printer to print.
- The power switch is turned ON but the printer is dead. The Green Power LED is Off.
Make sure the outlet has power and the power cord is plugged into the back of the printer.
- The printer will print a Configuration Report but will not respond to the system commands.
Check to see that the interface cable is connected to the back of the terminal/ PC, and to the back of the printer.
- Printer prints too light to read easily.
Replace the ribbon cartridge and check the Air Gap adjustment. See Chapter 2 Operating the Printer \ Adjustable Features \ Air Gap Adjustment.
Call 1-800-800-6614 to order new Ribbon Cartridge's'.
- Flashing Red Power LED indicator.
Lid open or paper is low/out.
- System reports low paper even though the roll is nearly new
See Chapter 2 Operating the Printer \ Adjustable Features \ Low Paper Adjustment.
- Colored stripe on the receipt.
Paper Low, adjust the paper low sensor, replace the paper. See Chapter 2 Operating the Printer \ Adjustable Features \ Low Paper Adjustment..

Low Paper Sensor Adjustment



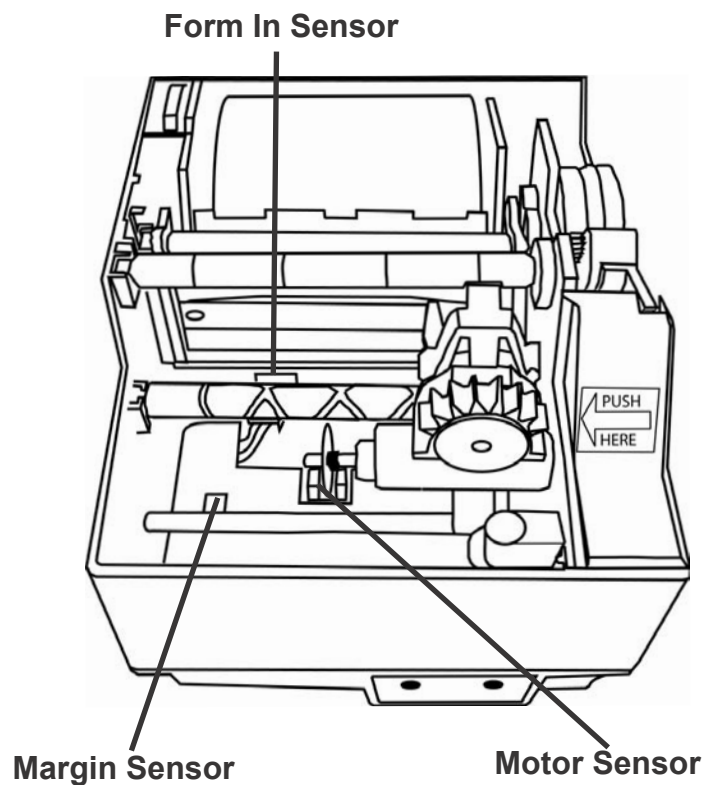
-
- Receipt does not come all the way out.
Printer is jammed.

To remove paper that has jammed, it is advisable to:

- 1) Tear off any paper that fed out of the top of the mechanism
- 2) Press downward on the metal release bracket
- 3) While pulling the remaining paper out of the mechanism backwards

-
- Status light is Red (not Green) and printer will not respond.
Remove the ribbon cartridge and paper roll. Using Low Pressure Canned Air spray out the areas around the three sensors. (See Illustration below).
 - Printer prints when the Power is turned On even though the form is not inserted.
Spray air in the validation slot and make sure no paper pieces are blocking the sensor.

There are three sensors in the area directly under where the Ribbon Cartridge is installed. Check these to make sure that they are free from dust and debris. Reinstall the Ribbon Cartridge and Paper. Close the Lid and Print a Configuration Report. If the Status Light remains red see "Fault" later in this chapter.

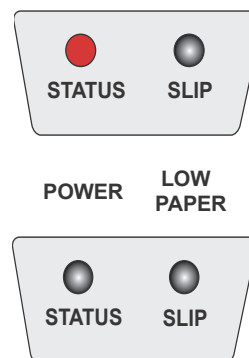


Trouble Shooting Other Issues

Fault Mode

The printer will enter a Fault Mode and will not operate when certain failure conditions are encountered. Confirmation of this condition can be accomplished by the host on the DTR (pin 8) or status with an RS-232 interface, or on the printer fault line (pin 15) for the parallel interface. A Printer in Fault Mode will not feed paper when the paper advance button on the top cover is depressed nor will it execute commands other the Reset <ESC><NUL> or Status <ESC><ENQ>. A parallel printer may indicate a fault when roll paper is low or out but is not in Fault Mode. Make sure the roll paper is present when conducting this test if DIP switches A1,A2, & A3 are closed (parallel Interface selected) and switch A8 is Open (Fault On Low Paper).

The color of the LEFT LED on the front panel of the printer will change from Green to Red if a fault condition is encountered. Depressing the paper feed button on the printer cover will cause the printer to enter diagnostic mode. This will cause the LED to flash a 3 bit code to define the specific reason the printer entered Fault Mode. The error code is followed by a delay before being repeated. The diagnostic code will toggle the DTR line and flash the Red LED if the RS-232 interface is selected. It will toggle the Fault- line and flash the green LED if the parallel interface is selected.



| | Error code | | | Diagnosed failure |
|-------|------------|-------|-------|--------------------------|
| • • — | Short | Short | Long | No motor sensor signal |
| • — • | Short | Long | Short | Ram test failure |
| • — — | Short | Long | Long | Firmware Error |
| — • • | Long | Short | Short | No margin sensor signal |
| — — — | Long | Long | Long | Head drive motor stalled |

The printer will remain in FAULT Mode until the power is cycled or the printer is reset with the <ESC> <NUL> command.

Getting Service and Technical Support

Service

You can rely on Pertech for fast turnaround, flexibility, and a highly trained and dedicated staff to return your equipment back in first class working order. As part of Pertech, we are very familiar with all Pertech printers. This affiliation gives us the technical and production capabilities, as well as the financial resources and materials access, to provide product quality unequaled in the industry

Maintenance Agreement

To keep your Pertech Product in top working order, we recommend the Pertech Maintenance Agreement program. This service provides cleaning and upgrading for most of the printer products we manufacture and service. Once per year, or whenever necessary, we give your units the once over for routine maintenance, cleaning and applicable upgrades. The units are disassembled, print heads cleaned, firmware upgraded, necessary parts replaced, and then returned to you for another year of flawless use. Contact your Pertech Representative for details on this and other available service and extended warranty programs.

Technical Support

Pertech provides Technical Support for this product by calling 307-856-4821 between the hours of 8AM to 5PM Monday through Friday MST, or by submitting a Support Inquiry at the Pertech web site. www.pertechresources.com under the service/support section.

The Model Number, Revision, Date, and Serial Number can be located on the Label attached on the inside of the printer behind the paper roll. Please have this information available when you contact Pertech.

| | |
|---------------|-------------------|
| MODEL | 477100001E |
| REV | X.XX |
| DATE | XXXX |
| SERIAL | XX XX XXXX |

Appendix A: Pitch / Characters Per Line

The printer has 14 PITCH / FONT combinations. These are developed from 4 basic character fonts (2 normal and 2 double wide) and a variable intercharacter space.

| Chars / Inch | Chars / Line | Line Length | Method <ESC><P> | Dot Columns Ch+Sp=To | Dots / Line |
|--------------|--------------|-------------|-----------------|----------------------|-------------|
| 6.0 | 16 | 2.67 | <NUL><SO> | 15+09=24 | 384 |
| 6.6 | 18 | 2.75 | <SOH><SO> | 15+07=22 | 396 |
| 7.2 | 20 | 2.78 | <STX><SO> | 15+05=20 | 400 |
| 8.0 | 22 | 2.75 | <ETX><SO> | 15+03=18 | 396 |
| 9.0 | 25 | 2.78 | <EOT><S0> | 11+05=16 | 400 |
| 10.3 | 28 | 2.72 | <ENQ><SO> | 11+03=14 | 392 |
| 12.0 | 33 | 2.75 | <ACK><SO> | 11+01=12 | 396 |
| 12.0 | 33 | 2.75 | <NUL><SI> | 07+05=12 | 396 |
| 13.1 | 36 | 2.75 | <SOH><SI> | 07+04=11 | 396 |
| 14.4 | 40 | 2.78 | <STX><SI> | 07+03=10 | 400 |
| 16.0 | 44 | 2.75 | <ETX><SI> | 07+02=09 | 396 |
| 18.0 | 50 | 2.78 | <EOT><SI> | 05+03=08 | 400 |
| 20.6 | 57 | 2.77 | <ENQ><SI> | 05+02=07 | 399 |
| 24.0 | 66 | 2.75 | <ACK><SI> | 05+02=06 | 396 |

CHARS / INCH characters per inch or pitch

CHARS / LINE maximum number of printed characters per line

LINE LENGTH in inches - a product of .00694 inches and **DOTS / LINE**

METHOD ESC P control code sequence - 1st column is the *n* value for the <ESC> <P> command and the 2nd column selects double wide ON or OFF

DOT COLUMNS dot columns - per printable character (**Ch**), per intercharacter space (**Sp**) and total (**To**)

DOTS / LINE dots per line - number of dot columns used within the 400 dot printfield - a product of dot columns (**To**) and **CHARS / LINE**

The normal fonts are 5 or 7 dot columns wide (**Ch**) and the Double Wide fonts are 11 or 15 dot columns wide (2x + 1). No single dot can fire on adjacent columns, i.e. a font which is 7 dot columns wide will not activate any single dot more than 4 times (positions 1, 3, 5 & 7).

The printfield is 2.78" wide and has 400 dot columns, each .00694" apart horizontally. Some pitch selections do not utilize the full printfield width and terminate after the last character which can be completely printed. All lines are left justified.

This printer employs a 9 wire impact print head, however, most characters are printed with the top 7 wires. The bottom 2 wires are used for printing the descenders on the g, j, p, q & y and when text is underlined.

| 5 WIDE | | | | | 7 WIDE | | | | | 11 WIDE | | | | | 15 WIDE | | | | | | | | | |
|--------|--|--|--|--|--------|--|--|--|--|---------|--|--|--|--|---------|--|--|--|--|---|--|--|--|--|
| 1 | | | | | 1 | | | | | 1 | | | | | 1 | | | | | 1 | | | | |
| 2 | | | | | 2 | | | | | 2 | | | | | 2 | | | | | 2 | | | | |
| 3 | | | | | 3 | | | | | 3 | | | | | 3 | | | | | 3 | | | | |
| 4 | | | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | | | |
| 5 | | | | | 5 | | | | | 5 | | | | | 5 | | | | | 5 | | | | |
| 6 | | | | | 6 | | | | | 6 | | | | | 6 | | | | | 6 | | | | |
| 7 | | | | | 7 | | | | | 7 | | | | | 7 | | | | | 7 | | | | |
| 8 | | | | | 8 | | | | | 8 | | | | | 8 | | | | | 8 | | | | |
| 9 | | | | | 9 | | | | | 9 | | | | | 9 | | | | | 9 | | | | |

NORMAL WIDE

33 COL @ 12.0 CPI ABCDEFGHIJKL.MNO

36 COL @ 13.1 CPI ABCDEFGHIJKLNOPQR

40 COL @ 14.4 CPI ABCDEFGHEJKLMNDPQRSTUW

44 COL @ 16.0 CPI ABCDEFGHIJKLNOPQRSTUVWXYZ

50 COL @ 18.0 CPI ABCDEFGHIJKLNOPQRSTUVWXYZ 12345

57 COL @ 20.6 CPI ABCDEFGHIJKLNOPQRSTUVWXYZ 1234567890 |

66 COL @ 24.0 CPI ABCDEFGHIJKLNOPQRSTUVWXYZ 1234567890 |

DOUBLE WIDE

16 COL @ 6.0 CPI

16 COL @ 6.6 CPI A

20 COL @ 7.2 CPI ABC

22 COL @ 8.0 CPI ABCDE

25 COL @ 9.0 CPI ABCDEF6H

28 COL @ 10.3 CPI ABCDEFGHIJ

33 COL @ 12.0 CPI ABCDEFGHIJKL.MNO

Appendix B: Specifications

Some features listed in this specification do not apply to all products in the Pertech A470 series. Refer to Chapter 1: Features and Options of this manual to determine which features apply to a particular model.

Operating

| | |
|------------------------------|-------------------------|
| Print Speed..... | 4 Lines Per Second |
| Paper Feed Speed | 3.47 Inches Per Second |
| Validation | Up To 17 Lines |
| Printed Line Width | 2.78" (70.6 Mm) |
| Pitch/font Combinations..... | 14 |
| Pitch Range | 6 To 24 |
| Characters Per Line..... | 16 To 66 |
| Character Sets..... | 6 |
| Characters Per Set..... | 224 |
| Graphics | 9 Wire |
| Line Pitch..... | 5.3, 6.0, 6.9 & 8.0 LPI |

Environment

| | |
|---------------------------------|-----------------|
| Storage Temperature | -40°C To +65°C |
| | -40°F To +150°F |
| Humidity (Non-condensing) | 0% To 100% |
| Operating Temperature | 0°C To +50°C |
| | +32°F To +122°F |
| Humidity (Non-condensing) | 0% To 95% |

Media

| | |
|------------------------------------|---------------------|
| Roll Paper Width..... | 3.25 +/- .03 Inches |
| Roll Paper Plies | 1, 2 or 3 |
| Roll Diameter | 3.5" Maximum |
| Roll Paper Thickness Per Ply | .003"-.005" |
| Roll Paper Thickness Total | .003"-.012" |
| Maximum Form Thickness..... | .020" |
| Maximum Total Media Thickness..... | .020" |

Electrical

| | |
|------------------------------|-----------------------|
| Interfaces | RS-232 And Parallel |
| Baud Rates | 300 To 19200 |
| Buffer | 7 K |
| RS-232 Connector | RJ45 Female |
| Parallel Connector | DB25 Male |
| Cash Drawer Drivers | 2 With Sense |
| Cash Drawer Connectors | 6 Post. RJ-11 Female. |
| External Supply Input | 90 To 264 Vac |
| Supply Input Frequency | 50 To 60 Hz |
| Power | |
| Maximum | 60 Watts |
| Standby | 2.5 Watts |

Hardware

| | |
|----------------------------------|-------------------|
| Print Head | 9 Wire Impact |
| Wire Diameter | .012" |
| Center To Center Dimension | .0139" |
| Width | 6.34" (161 Mm) |
| Height | 5.57" (141 Mm) |
| Length (471X) | 11.54" (293 Mm) |
| Length (477X) | 8.3" (211 Mm) |
| Printer Weight (471X) | 6.5 Lbs (2.95 Kg) |
| Printer Weight (477X) | 5.7 Lbs (2.59 Kg) |
| Power Supply Weight | 1.1 Lbs (.50 Kg) |

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Warranty

Warranty

Pertech Resources warrants all of its transaction printers against defects in material and workmanship for a period of 24 months from date of shipment by Pertech Resources or the rated maximum number of transactions for the specific product – whichever comes first. Kiosk printers, mechanisms and distributed products carry warranties specific to their application or manufacturers' warranty. Contact **warranty@pertechresources.com** for details on the specific product warranty.

Pertech Resources does not consider damage caused by replacement ribbons or replacement parts supplied by parties other than Pertech Resources to be a defect in material or workmanship. This is a limited warranty, limited exclusively to its terms, including the exclusive remedies set forth below. In addition, this warranty is void if the product has been altered, misused, taken apart or otherwise abused. All other warranties, expressed or implied are excluded, including but not limited to the implied warranties of merchantability and fitness for particular purpose. Any warranty claims must be supported by proof of purchase, represented by reference to the customers' purchase order.

Buyer's Remedies

Pertech Resources' obligations and liabilities under the foregoing warranty are limited to repair or replacement of the product without charge, provided it is shipped prepaid to Pertech Resources, 860 College View Drive, Riverton, WY 82501-2298. A charge is made for repairs after the expiration of the warranty period. In addition, if a printer is returned and replacement ribbons or other replacement parts not supplied by Pertech Resources have caused the printer damage, a reasonable charge for repair will be assessed. Printers returned under warranty discovered to be a "no fault found" will be charged the standard repair cost plus return freight. In no event shall Pertech Resources be liable for claims based upon breach of expressed or implied warranty or negligence or any other damages whether direct, immediate, foreseeable, consequential or special or for any expenses incurred by reason of the use or misuse, sale or fabrications of products which do not conform to the terms and conditions of this contract.



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